

GPAL VICTIM QUESTIONNAIRE

Please print or type your responses.
Use additional pages if necessary.

NAME BRANDON MUSGRAVE
ADDRESS PO BOX 367 MARANA, AZ 85653
PHONE - Home 520-505-1099
Work 520-343-1609
Cell 520-505-1099
E-MAIL POPO23DBA@HOTMAIL.COM
DATE OF BIRTH 2/3/75

1. What date did you first use GPal? Please list all of the dates you used GPal.

| | |
|---------------------------|---------|
| PAYMENT SUCCESSFULLY SENT | 7/2/10 |
| RECEIVED A PAYMENT | 7/28/10 |
| UNSUCCESSFUL WITHDRAWAL | 8/6/10 |

2. What is your loss amount?

\$ 267.00

3. Did you get any of your money back? When and how much?

NO

4. How many times have you attempted to contact GPal? Dates?

OPENED SUPPORT TICKETS ON 8/16/10 # 628931
10/29/10 # 862063

EMAILED SUPPORT ON 8/25/10, 9/15/10, 8/31/10,
10/20/10, 11/1/10, 12/2/10, 1/16/11

ATTEMPTED TO CALL SUPPORT NUMEROUS TIMES, NO ANSWER

5. What methods of contact did you use to contact GPal? i.e. e-mail, letter, phone, etc.

EMAIL / PHONE

6. How many times did you actually talk to someone from GPal?

NEVER SPOKE TO ANYONE, PHONE NEVER ANSWERED

7. Who did you speak with?

N/A

8. What did this person tell you?

N/A

9. Have you received any correspondence from GPal? i.e. e-mails or letters.

AUTOMATED EMAIL RESPONSES ON 8/16/10 AND 11/1/10

10. Log onto your GPAL Account. Go to My Account page. Choose the 365 day view which will show all account activity for 365 days. Copy that page and e-mail it us.

11. Who is your bank?

USAA FEDERAL SAVINGS BANK

12. What bank was supposed to receive the GPal money transfer?

USAA

13. Do you have copies of the bank statements that reference GPal? If so, can you provide copies of these statements?

NO WITHDRAWAL WAS EVER PROCESSED

14. Were there any other Internet sites that were involved with these transactions in any way?

NO

Please complete the questionnaire and sign and date for our investigation.
Please attach any copies of the requested documents.

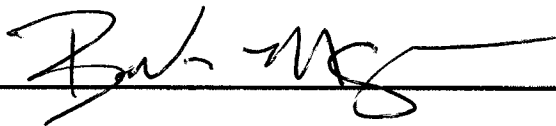
E-mail to: sfogel@sonoma-county.org

Fax to: (707) 565-3499

Mail to: Sonoma County District Attorney
Environmental and Consumer Law Division
2300 County Center Drive Suite B170
Santa Rosa, CA 95403
Phone; (707) 565-3161

Best days and times to contact you by phone: M-F 10:00 AM - 10:00 PM

Signed



Date:

2/21/11

RE: Support Ticket Opened [#628931]

From: **Brandon Musgrave** (popo23dba@hotmail.com)

Date: Wed 8/25/10 7:19 AM

To: support@gpal.net

It has been over 2 weeks since I tried to withdraw my funds and over a week since I filed my support ticket. I have heard nothing. Please advise the status of my withdrawal and support ticket. Thanks, Brandon

> From: support@gpal.net

> To: popo23dba@hotmail.com

> Subject: Support Ticket Opened [#628931]

> Date: Mon, 16 Aug 2010 17:54:57 -0700

>

> Dear BRANDON MUSGRAVE,

>

> Thank you for contacting GPal support. Your request has been assigned ticket number: #628931. Providing excellent customer service is a priority at GPal, and your satisfaction is very important to us.

>

> We maintain a 24/7/365 e-mail support staff, and we have a commitment to answer all requests within 48 hours.

>

> A representative will follow-up with you shortly to address your concerns.

>

> If you have any additional information to add to this request, please do so by replying to this message.

>

> Thank you for choosing GPal, the leader in pro-rights payment processing.

>

> Kind Regards,

> The GPal Team

>

> Need help NOW? You can call GPal toll free at 1-800-813-GPAL(4725) for friendly telephone support Monday through Friday, 9am till 5pm.

RE: Support Ticket Opened [#628931]

From: Brandon Musgrave (popo23dba@hotmail.com)
Sent: Tue 8/31/10 11:04 PM
To: support@gpal.net

Another week has passed and I have heard nothing reference my withdrawal. Please contact me with an update. Thanks, Brandon

From: popo23dba@hotmail.com
To: support@gpal.net
Subject: RE: Support Ticket Opened [#628931]
Date: Wed, 25 Aug 2010 07:19:04 +0000

It has been over 2 weeks since I tried to withdraw my funds and over a week since I filed my support ticket. I have heard nothing. Please advise the status of my withdrawal and support ticket. Thanks, Brandon

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> **To:** popo23dba@hotmail.com
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RE: Support Ticket Opened [#628931]

From: **Brandon Musgrave** (popo23dba@hotmail.com)
Sent: Wed 9/15/10 6:47 AM
To: support@gpal.net

It has been a month since I opened this support ticket, and a month and a half since I tried to withdraw funds. No response from you. Please contact me as soon as possible. Brandon

From: popo23dba@hotmail.com
To: support@gpal.net
Subject: RE: Support Ticket Opened [#628931]
Date: Tue, 31 Aug 2010 23:04:02 +0000

Another week has passed and I have heard nothing reference my withdrawal. Please contact me with an update. Thanks, Brandon

From: popo23dba@hotmail.com
To: support@gpal.net
Subject: RE: Support Ticket Opened [#628931]
Date: Wed, 25 Aug 2010 07:19:04 +0000

It has been over 2 weeks since I tried to withdraw my funds and over a week since I filed my support ticket. I have heard nothing. Please advise the status of my withdrawal and support ticket. Thanks, Brandon

> From: support@gpal.net
> To: popo23dba@hotmail.com
> Subject: Support Ticket Opened [#628931]
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RE: Support Ticket Opened [#628931]

Brandon Musgrave (popo23dba@hotmail.com)

Wed 10/20/10 3:09 PM

support@gpal.net

Another month has past and I have had no communication whatsoever reference my support ticket or my funds. Please contact me as soon as possible. Brandon (520) 505-1099

From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: Support Ticket Opened [#628931]

Date: Wed, 15 Sep 2010 06:47:07 +0000

It has been a month since I opened this support ticket, and a month and a half since I tried to withdraw funds. No response from you. Please contact me as soon as possible. Brandon

From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: Support Ticket Opened [#628931]

Date: Tue, 31 Aug 2010 23:04:02 +0000

Another week has passed and I have heard nothing reference my withdrawal. Please contact me with an update. Thanks, Brandon

From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: Support Ticket Opened [#628931]

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**RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET:
POPO23DBA@HOTMAIL.COM**

From: Brandon Musgrave (popo23dba@hotmail.com)

Sent: Mon 11/01/10 7:04 AM

To: support@gpal.net

1. The transaction ID for the item sold in the amount of \$275 is: **BA5F7ED37D97EC**
The transaction ID for the withdrawal to my account in the amount of \$267 is: **BA5F7ED30BDDA0**
2. The item sold was an LMT AR15 upper receiver.
3. Below is the tracking information for the shipment via USPS
Label/Receipt Number: **9406 2036 9930 0005 4927 15**
Status: **Delivered**

Your item was delivered at 4:48 pm on August 02, 2010 in SAN LEANDRO, CA 94577.

> From: support@gpal.net

> To: popo23dba@hotmail.com

> Subject: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

> Date: Fri, 29 Oct 2010 17:55:23 -0700

>

> Support Ticket #862063

>

> Hello, I'm sorry, our support system has been experiencing higher than usual activity lately and we are catching up on your requests. I apologize for the delay. We are working to get your funds released - if you could supply the following information it will help us speed things along.

>

> For each transaction into your account:

> 1. The GPal Transaction ID.

> 2. A general description of the goods or services sold.

> 3. A tracking number showing confirmation of delivery or other confirmation of delivery for services.

>

> --

>

> Your business is extremely important to us and we sincerely hope this response has answered your questions. If not, please reply directly to this email or create another ticket via the support request on the GPal website.

>

> Need help NOW? You can call GPal toll free at 1-800-813-GPAL(4725) for friendly telephone support Monday through Friday, 9am till 5pm only.

>

> Thank you for choosing GPal -- the leader in transaction-neutral payment processing.

>

> <http://www.gpal.net/>

> support@gpal.net

RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

From: **Brandon Musgrave** (popo23dba@hotmail.com)

Sent: Thu 12/02/10 2:55 AM

To: support@gpal.net

It has been over 5 months since the original transaction and over 3 months since I filed my first support ticket. I responded to your request for the below information a month ago and I have received no response and have not received my money. Please advise when I will receive the funds. Brandon Musgrave

From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

Date: Mon, 1 Nov 2010 07:04:34 +0000

1. The transaction ID for the item sold in the amount of \$275 is: **BA5F7ED37D97EC**
The transaction ID for the withdrawal to my account in the amount of \$267 is: **BA5F7ED30BDDAO**
2. The item sold was an LMT AR15 upper receiver.
3. Below is the tracking information for the shipment via USPS
Label/Receipt Number: **9406 2036 9930 0005 4927 15**
Status: **Delivered**

Your item was delivered at 4:48 pm on August 02, 2010 in SAN LEANDRO, CA 94577.

> From: support@gpal.net

> To: popo23dba@hotmail.com

> Subject: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

> Date: Fri, 29 Oct 2010 17:55:23 -0700

>

> Support Ticket #862063

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> <http://www.gpal.net/>

**RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET:
POPO23DBA@HOTMAIL.COM**

From: **Brandon Musgrave** (popo23dba@hotmail.com)

Date: Sun 1/16/11 6:52 AM

To: support@gpal.net

I attempted to withdraw 267.00 on 8/6/10 GPal Transaction ID: BA5F7ED30BDDA0. I never received the funds. I have filed two support tickets #628931 and #862063. Under #862063 I was asked to provide the below information, which I provided. I received no reply and still have not received my money. I have since filed complaints with the IC3, BBB, and the Sonoma County District Attorney. Please transfer the \$267 into my checking account ASAP.

Your item was delivered at 4:48 pm on August 02, 2010 in SAN LEANDRO, CA 94577.

> From: support@gpal.net

> To: popo23dba@hotmail.com

> Subject: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

> Date: Fri, 29 Oct 2010 17:55:23 -0700

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> Support Ticket #862063

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From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

Date: Thu, 2 Dec 2010 02:55:18 +0000

It has been over 5 months since the original transaction and over 3 months since I filed my first support ticket.

I responded to your request for the below information a month ago and I have received no response and have not received my money. Please advise when I will receive the funds. Brandon Musgrave

From: popo23dba@hotmail.com

To: support@gpal.net

Subject: RE: GPal SUPPORT Ticket [#862063] SUPPORT TICKET: POPO23DBA@HOTMAIL.COM

Date: Mon, 1 Nov 2010 07:04:34 +0000

1. The transaction ID for the item sold in the amount of \$275 is: **BA5F7ED37D97EC**
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3. Below is the tracking information for the shipment via USPS
Label/Receipt Number: **9406 2036 9930 0005 4927 15**
Status: **Delivered**

2/22/2011

Windows Live Hotmail Print Message

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> <http://www.gpal.net/>

> support@gpal.net



Welcome Brandon Musgrave!

popo23dba@hotmail.com

GPal Personal Account - [Upgrade to a Premier Account](#)
[My Account](#) [Send Money](#) [Request Money](#) [Merchant Tools](#) [Developers Forum](#)
[Support](#) [Log Out](#)
[Profile](#) [Linked Accounts](#) [Add Funds](#) [Withdraw Money](#) [My Subscriptions](#)

My Account

GPal Balance - [Add Funds](#)

\$0.00 USD

Transactions from the last 365 Days

Show Last 7 | [30](#) | [60](#) | [90](#) | [180](#) | 365 Days

| Date | Details | Type | Name/Email | Status | Comments | Gross | Action |
|--------------|-------------------------|---------------|--|---------------------------|------------|-----------|--------|
| Aug 06, 2010 | Details | Withdrawal To | CHECKING XXXXX-5733 | Completed | None | \$-267.00 | |
| Jul 28, 2010 | Details | Payment From | Erik Legaspi | Completed | For LMT... | \$275.00 | |
| Jul 02, 2010 | Details | Payment To | Battle Comp Enterprises, LLC | Completed | None | \$-269.98 | |
| Jul 02, 2010 | Details | Payment To | Battle Comp Enterprises, LLC | Canceled | None | \$-134.99 | |

What is GPal?

- ♦ Send Money to anyone with an email address.
- ♦ Easily pay for anything using the web.
- ♦ Sign-up is free, quick, and easy.

GPal is an alternative to PayPal™, Google Checkout™ and OfferPal™ that does not discriminate based on the nature of your transaction, requiring only that the merchandise or services you purchase be legal. See our [User Agreement](#) and [About Us](#) for more.

("PayPal" "Google Checkout" and "OfferPal" are Trademarks of their respective companies, with which we have no affiliation.)

Latest News & Spotlights

Announcing Bidscales.com

bidscales

Bidscales is a new auction website where users can buy and sell the legal goods of their choice. Anything allowed under the AUP at GPal is allowed at Bidscales. GPal users who sign up at Bidscales.com before Dec 17, 2010 will get a \$10 credit towards all Bidscales.com fees. [Read More.](#)

GPal Race Team takes 14th in AMA Nationals.

People are Talking

Testimonials from Real Customers

"You guys have been great and I will definitely recommend you to others" -D.FOWLER.

"I just recently found your business, and I'm thrilled." -T.BUSH.

"GPal, thank God for you guys coming around. Today I received my first order using GPal and I'm so excited" - J.VALDES.

"The more I use GPal and work with you guys, the more I love it. I won't even use PayPal anymore for anything." -C.BAILEY.



GPal Causes

Every time you send money with GPal, we donate a small portion of the proceeds from your transaction to the nonprofit of your choice, all at absolutely no additional cost.

